

**MARICOPA COUNTY BOARD OF SUPERVISORS MINUTE BOOK**

**INFORMAL SESSION**

**March 31, 2003**

The Board of Supervisors of Maricopa County, Arizona convened at 9:00 a.m., March 31, 2003, in the Board of Supervisors' Auditorium, 205 W. Jefferson, Phoenix, Arizona, with the following members present: Fulton Brock, Chairman; Andy Kunasek, Vice Chairman; Don Stapley and Max W. Wilson. Absent: Mary Rose Wilcox. Also present: Fran McCarroll, Clerk of the Board; Shirley Million, Administrative Coordinator; David Smith, County Administrative Officer; and Paul Golab, Deputy County Attorney. Votes of the Members will be recorded as follows: (aye-no-absent-abstain).

**COUNTY'S VOLUNTARY RECRUITMENT SLOWDOWN PROCESS**

Item: Due to the potential for significant State of Arizona budget cost shifts that might necessitate a County reduction in force, OMB is asking for a Department/Elected office-based implementation of a hiring slowdown. This process will allow Maricopa County to handle potential budget reductions through a more phased, manageable approach. All County departments and elected offices are being asked to participate. (C49030318) (ADM3346)

Sandi Wilson, Deputy County Administrator

Chris Bradley, Deputy Budget Director, Office of Management and Budget

Brian Hushek, Deputy Budget Director, Office of Management and Budget

Sandi Wilson reported that recommendations are now being made on the 2004 Budget, and in an effort to avoid any future Reduction in Force (RIF) of County personnel, OMB (Office of Management and Budget) has asked all County department managers, elected officials and judicial officers to carefully review all staff additions or replacements to determine if hiring could be postponed for a period of time rather than filling the position immediately. She indicated that this could prove to be an effective way to conserve funds. In addition, when a position is recruited the recommendation is to hire a contract or temporary employee whenever possible. Monthly reports will be prepared to let Mr. Smith and Supervisors know how much money this program is saving the County.

Chris Bradley spoke of a new budget analysis report released by the JLBC (Joint Legislative Budget Committee) showing a \$56.5 million difference in estimated total impact to the County from the State budget cuts as projected by the JLBC (\$36,790,614) and by OMB, (\$93,304,669). A \$24 million difference arises from the State's static analysis of Uncompensated Care as opposed to the County's estimate which allows for growth. The County Hospital has long been regarded as a "safety net" for the uninsured's medical treatment, both by other hospitals and by the indigent. Consequently, it receives approximately 40% more uninsured patients than any other hospital in the County.

The second largest difference in estimating the deficit impact will amount to nearly \$16 million and is from a planned (but unannounced) continuation of previously agreed upon short-term cost shifts from the County to the State that includes Prop 204, Restoration of Competency and ALTCS (Arizona Long Term Care System). The State now regards these monies as permanent general budget funds despite the State's original promise that they were temporary shifts. Another \$9 million being disregarded by the State is the initial impact/cost incurred by the County jails in long-term improvements to prepare already overcrowded facilities for the influx of an additional 2,000 State Prison inmates. These adjustments will have to be made early on whether or not the prisoners are phased into the jails (as the State indicates they will be). A \$4.1 million impact will accrue because of differing guesstimates in Probation Aid reductions and mandated staffing ratios. Another disparity of \$2.3 million exists because the JLBC budget projects a much higher growth in the State Shared Revenue than the County's projection. Mr. Bradley said there were additional small items, "some of which are realistic and some are not," that total \$1.17 million.

Discussion ensued on uncompensated care discrepancies and budget shortfalls, and on the State's previous agreements for temporary cost shifts that the State now regards as permanent general fund

income. With regards to other expected monetary aids for the hospital, Mr. Smith reported that of the \$3 billion dollars allotted to Arizona from the Tobacco Settlement, (approximately \$120 million a year), a portion of the funds from the first year's payment was used to rebuild the State Hospital and the rest went into Proposition 204. Since this went into effect, approximately 200,000 new people have become eligible and were enrolled in AHCCCS (Arizona Health Care Cost Containment System). He said, "A funding stream that was expected to last four years has been used up in 18 months." He explained that now the State has to supplement with General Fund dollars and is looking for ways to control the cost of that program, (AHCCCS). Because of voter entitlement, "the hands of the Legislature are tied from making any changes for at least five years."

Supervisor Kunasek said he thought it a strange twist that the cigarette tax monies were looked to as a funding source to treat the sick and infirm and now more and more cities and towns around the country are beginning to ban cigarette smoking in public places. He wondered how soon the cigarette tax monies would "dry up" because people were banned from smoking them.

### **INTEGRATED CRIMINAL JUSTICE INFORMATION SYSTEM PROJECT**

Item: Presentation and update on the status of Integrated Criminal Justice Information System (ICJIS) Project. (ADM2714)

John Doktor, Director, ICJIS

Colin Campbell, Presiding Judge, Superior Court

Kim Kelly, Project Manager and Court Amis assigned to ICJIS

Tim Overton, Deputy Chief to ICJIS from Sheriff's Office

Judge Campbell said that one of the difficulties in the ICJIS Project (Integrated Criminal Justice Information System) had been due to the fact that five agencies were endeavoring to work together to design the plan. "Five agencies that have very different management cultures . . . and that's a very delicate process requiring much cooperation and consideration." He said that KPMG had audited ICJIS in late November 2002. The audit showed no waste, no mismanagement and no project failures. Their main concern had been that if documentation was not increased there was a risk of one or more failures in the projects. Not all agencies agreed with this. He said that the Governance Agreement between the five agencies has now been completely re-drafted. One new addition is the hiring of a project administrative director who will deal exclusively with issues of communication and documentation within the various agencies. Each project will now be reviewed by the "Gillette Team" identified as technicians who will determine if a project is technically feasible. It would then be reviewed by the Business Team to determine the project's priority and if it falls within management structures. Finally it will go to the Executive Committee for final determination.

John Doktor said that as Judge Campbell had reported, the team has completed the first phase of the ICJIS project. Mr. Doktor showed a series of slides and he discussed several notable achievements. He explained that ICJIS is a complete, complex network of sharing information between agencies that is housed in a centralized computer. It currently uses 15 data-feeds to different account holders for their transactions.

Kim Kelly said that the "common case number" has long been a goal of the criminal justice agencies of Maricopa County, and by using "consensus and cooperation" between the agencies this has now been established. The importance of the common case number can't be overstated as "it is what will lead the integration effort." It is designed to help streamline the criminal justice system through the use of one, single, unique identifying number, to be assigned at the earliest possible point, that will move the case forward through the various agencies as the means of identification. In Phase 2 this point has been determined to take place at I.A. Court (Initial Appearance Court, Madison Street Jail). In Phase 3 this will

be done even earlier and will be assigned when the person is first booked at the Sheriff's Office. This capability of moving unified information through the various legal systems will reduce redundancy and error as individuals and individual crime cases are systematically processed through the case-flow of the Criminal Justice System in Maricopa County.

Deputy Chief Overton explained that in the jails, a video visitation is an electronic conference between visitors and an inmate while video conferencing involves the inmate and legal portion of the system. He said that a video presentations are now being run out of Estrella's Support Building and averages several thousand a month. "Scheduling is all done electronically, it is run through the integration engine and back to the Sheriff's Office for coordination and confirmation." Deputy Overton also indicated that the pre-booking application will be one of the biggest leaps forward because of its timing with the opening of the new jail. It will allow an officer to complete paperwork offsite and ship it to the office electronically. This is expected to greatly reduce the time officers spend at the jail filling out paperwork and give them more time for patrol and other activities. He said there is talk about adopting this system for use statewide.

Discussion ensued on the intricacies and possibilities of this system if used Countywide, statewide and nationally.

Mr. Doktor said Judge Campbell's December 11, 2002, response to the audit had addressed all 16 recommendations that had been suggested and that work is already being done on the areas of improvement highlighted in the audit.

**RESULTS OF A CUSTOMER SERVICE REVIEW RECENTLY PERFORMED BY INTERNAL AUDIT**

Item: Results of a Customer Service Review recently performed by Internal Audit. (ADM2600)  
Ross L. Tate, County Auditor

Mr. Tate said that last fall David Smith had asked him to conduct a limited survey regarding the quality of service County employees provide to the public, specifically regarding treatment close to opening and closing times of County offices. From September to December 2002, the Audit staff made 210 unannounced phone calls and 14 office walk-in visits at different, mostly outlying, County locations. He said those departments having a lot of public contact had been targeted. His staff, posing as citizens, obtained pertinent information from the phone book and the County's web site on each selected location, just as any citizen would have to do.

In auditing the phone calls, they kept track of the number of rings, how long they were kept on hold, how many transfers, if the person identified themselves as to name and department, and the courtesy displayed. Seventeen departments were contacted. Ratings were "satisfactory, excellent or unsatisfactory."

He said that the phone calls were mostly satisfactory with several dozen rating excellent and only a small number rated an unsatisfactory grade. Departments were rated on the report with an "A" "B" "C" grade depending on the information gathered.

He indicated that the site visitations show a little different result with an overall satisfactory rating but the teams found greater need for improvements than with the phone calls. On the 14 walk-in visits at 11 different locations they noted whether it was open, if someone was readily available to help and if they were extended professional treatment so they left with a positive feeling. He cited the number of times the office doors were locked when the office hours showed the office should be open. He gave examples of some of the unprofessional incidents they encountered as well as some of the positive encounters.

Supervisor Kunasek asked if the flex times at various departments could have accounted for the unprofessionalism or shortage of staff.

Mr. Smith replied that the County's hours are set so that customers may know the designated hours in which they may receive service if they visit or telephone that office. He agreed that there are a variety of flex schedules offered to employees, "but the point is that the customer gets served for the entire period that the office is open including at 8:00 a.m. and 5:00 p.m." He stated that there would be more unannounced surveys taken of County offices in the future.

#### **UPDATE ON THE COUNTY STEWARDSHIP STATEMENT**

Item: Presentation and update on the County Stewardship Statement. (ADM100)  
Mary Lee Madison, Human Resources

Ms. Madison said that the old stewardship statement adopted in 1996 has been updated in light of the Managing for Results program, recognition of the County the best county in the nation and to keep pace with the 21<sup>st</sup> Century. Those working on composing a statement of a few words that would retain the meaning of the original came up with two finalist statements, as follows:

Working together with pride, integrity, and respect.  
Service with trust, integrity, and pride.

They finally combined the two choosing the following to present for the Board's consideration as Maricopa County's new Stewardship Statement:

"Serving our community with pride, integrity, and respect."

She suggested that, if adopted, this statement be used on every possible occasion, such as on all of the website pages, in the Newsline and incorporated into the Graphics Standards Manual.

The Board congratulated Ms. Madison and all those who worked on the revision and directed the Clerk to put it on the next formal agenda for approval.

#### **EXECUTIVE SESSION CALLED**

Pursuant to A.R.S. 38-431.03, motion was made by Supervisor Wilson, seconded by Supervisor Stapley, and unanimously carried (5-0) to recess and reconvene in Executive Session to consider items listed on the Executive Agenda dated March 31, 2003, as follows:

#### **LEGAL ADVICE, PENDING OR CONTEMPLATED LITIGATION -- A.R.S. §38-431.03(A)(3) AND (A)(4)**

**Compromise Cases** – Angel Barrett, Ledacia Colter, Amado DeLeon, Sevlja Elkasovic, Alonzo Fierro, Emar G. Hayes, Jennette Kobbeman, Hector Leyvas, Rouhollah Meshkin, Aaron Moreno, Omar Nunez, Adelar Pedquiera, Alma Pesquiera, Isa Pesquiera, Francisco Rodriquez, Berenice Romero, Cirilo Romero, Yolanda Romero, Tara Syvertsen, Margaret M. Townsley.  
Barbara Caldwell, Outside Counsel

**Write-Off Cases** – Tracy Etoll  
Barbara Caldwell, Outside Counsel

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**CONTRACTS SUBJECT TO NEGOTIATION; PURCHASE, SALE OR LEASE OF REAL PROPERTY --  
A.R.S. §38-431.03(A)(4) AND (A)(7)**

**Northeast Regional Court Facility**

Christopher Keller, Chief Counsel, Division of County Counsel  
Terry Eckhardt, Deputy County Attorney, Division of County Counsel  
Joy Rich, Chief Public Works Officer  
Tom Manos, Chief Financial Officer  
Colin Campbell, Presiding Judge of the Superior Court  
Gordon Griller, Courts Administrator  
Hugh Gallagher, Superior Court  
Steve Conner, Director, Facilities Management  
Dennis Lindsey, Real Estate

**MEETING ADJOURNED**

There being no further business to come before the Board, the meeting was adjourned.

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Fulton Brock, Chairman of the Board

ATTEST:

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Fran McCarroll, Clerk of the Board